

EXHIBIT 7

G

Genevieve Young

1 review

☆☆☆☆ 4 months ago

Critical: Communication, Professionalism, Quality

Regrettably I have to caution individuals with injury from coming to Laps and Oak because I ended up in the ER after a massage here.

I received a comped massage from Tommy (the owner) after an issue with another massage here that left me in pain.

The entire experience with Tommy was very uncomfortable for me, and down right scary. First off, I have a documented and diagnosed injury which he told me does not exist/was not right. He went even further to say "he does not believe in doctors".

What I thought was going to be a normal massage turned into cupping and chiropractic like adjustments. Neither of which I was told would be happening before they happened. The scariest thing was that Tommy did a cervical (neck) adjustment on me with a towel which involved yanking and cracking my neck. There was instantly a burst of pain in my neck after this and I was having a hard time moving it side to side. Tommy kept insisting that I was fixed and I agreed just so he wouldn't touch my neck any further.

The next day my neck was in so much pain. It was like nothing I had ever experienced, and it made me so sick that I threw up. I ended up in the ER to make sure that the cervical adjustment didn't damage the blood vessels in my neck (which can cause a stroke) and thankfully it did not. I left with the diagnosis of a cervical (neck) sprain whereas my existing injury is in my shoulder not my neck.

The neck strain was a new injury resulting from Tommy yanking on my neck. A neck strain is not caused easily and is often a result of trauma to the neck (look it up). Also, when I told the ER doctor what the owner had done they immediately were concerned and ordered me a CT scan - especially bc I said he was NOT a licensed chiropractor. Similarly, if you research where the owner received his "degree" in

Lapis & Oak Spa and Salt Lounge

615 S Green Valley Pkwy #120, Henderson, NV



4.9  140 reviews

owner had some they immediately were concerned and checked me out. I don't know if he was NOT a licensed chiropractor. Similarly, if you research where the owner received his "degree" in massage you will find that the school no longer exists/went out of business.

Here's my thoughts:

1. Adjustments especially a cervical adjustment should not be performed by someone who isn't a licensed chiropractor. They should also not be performed without warning and consent. You can literally kill someone
2. To say you don't believe in doctors is actually insane. Doctors have 8-10+ years of formal training plus experience. You know how much training a masseuse has? 3-12 months of formal training from what I've seen
3. If someone tells you they have a diagnosed injury you should respect that and be cognizant of it during the session. What you "know" from one look at me does not discount all the imaging and dr visits I've had done to identify my injury (and that goes for other individuals as well)

Overall, I am shocked that this place has only a few reviews less than 5 stars. I have been getting massages since 2015 and I have never had an injury as a result until my visit to Lapis and Oak. This experience has ruined massages for me forever. Visit at your own risk.

FYI - the owner (and Misty who is his wife?) never acknowledged or said sorry for what they've done and will likely never take responsibility (shocker). I would really avoid this place at all costs - especially seeing how the owner has responded to my similar Yelp review. I wrote this review solely as a warning to others as I do not want anyone to have the experience I did.

 Like

Response from the owner 4 months ago

LAS VEGAS/HENDERSON SPAS AND MASSAGE THERAPISTS BEWARE: This reviewer was a patron of our business. She was massaged on three separate occasions with no complaints of pain during or following her service and left gratuity for all three. [More](#)



Genevieve Young

1 review

★ ★ ★ ★ ★ 4 months ago

Critical: Communication, Professionalism, Quality

Regrettably I have to caution individuals with injury from coming to Lapis and Oak because I ended up in the ER after a massage here. ... [More](#)



Response from the owner 4 months ago

LAS VEGAS/HENDERSON SPAS AND MASSAGE THERAPISTS BEWARE: This reviewer was a patron of our business. She was massaged on three separate occasions with no complaints of pain during or following her service and left gratuity for all three therapists. We were incredibly shocked to find out she was coming to us WITH an injury and then blamed our highly commended licensed professionals and our industry for her pain. We take great pride in holding ourselves to the highest industry standards and believe the massage community offers many benefits to those who understand its importance and value. Our Massage Therapists have been tenured in their professions long enough to have outlived their schools and still love what they do. We know many of you who can relate, demonstrating how qualified a group of massage professionals we have the company of keeping.

We highly respect and support all medical professionals and regularly recommend Doctors we regard highly.

Lastly, we reached out to this reviewer for the opportunity to speak with her, and she declined.